

# DMH Satisfaction Survey Results

## Family Satisfaction - 2000

Division of Comprehensive Psychiatric Services -  
Community Services Family Member Satisfaction

### Who Completed the Forms

One question on the survey asked who completed the family survey form.

The following table describes who completed the forms for people served by the Division of Comprehensive Psychiatric Services.

	CPRC Consumer Family Form	Child/Adolescent Family Form
Mother	110 (48.2%)	204 (69.4%)
Father	21 (9.2%)	16 (5.4%)
Guardian	20 (8.8%)	30 (10.2%)
Spouse	34 (14.9%)	0 (0%)
Other	43 (18.9%)	44 (15.0%)

### Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Forms Sent	Number Forms Returned	Percent of Forms Sent Returned
Total Family Members	6942	532	7.7%
CPRC Adult Family Member	2714	231	8.5%
Child/Adolescent Family Member	4228	301	7.1%

# Demographics of Family Member Receiving Services

Person completing form provided demographics of their family member receiving services.

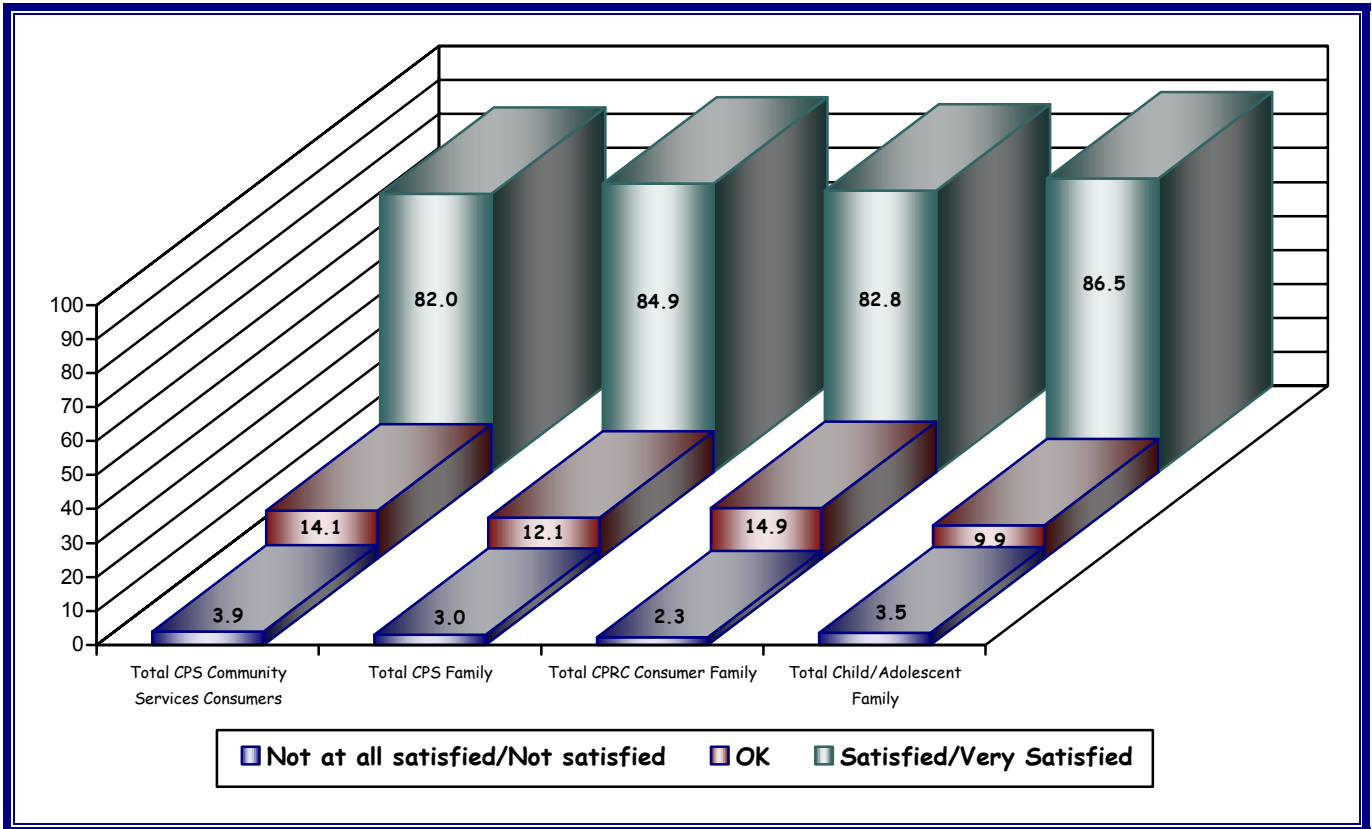
		Total Consumers	Total Families	CPRC Family Member	Child/Adolescent Family Member
<b>SEX</b>	Male	41.3%	58.0%	48.2%	65.8%
	Female	58.7%	42.0%	51.8%	34.2%
<b>RACE</b>	White	84.0%	81.9%	83.7%	80.4%
	Black	11.9%	13.5%	12.8%	14.0%
	Hispanic	0.8%	1.9%	2.6%	1.4%
	Native American	1.5%	0.6%	0.4%	0.7%
	Pacific Islander	0.1%	0%	0%	0%
	Other	1.6%	2.1%	0.4%	3.5%
<b>MEAN AGE</b>	0-17	8.0%	61.1%	0%	99.0%
	18-49	66.4%	30.7%	78.6%	1.0%
	50+	25.6%	8.2%	21.4%	0%

## Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total CPS Family	346 (77.6%)	20 (4.5%)	80 (17.9%)
Total Non-CPRC Adult Family	172 (89.6%)	4 (2.1%)	16 (8.3%)
Total Child/Adolescent Family	174 (68.5%)	16 (6.3%)	64 (25.2%)

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- The percent of families who were "satisfied" or "very satisfied" with services (84.9%) was slightly higher than the percent of consumers (82.0%).
- The Child/Adolescent family members rated services higher than the family members of the CPRC Adult program (means of 86.5% and 82.8%, respectively).

# Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Families	CPRC Family Member	Child/ Adolescent Family Member
with the staff who serve your family member?	4.32 (3674)	4.45 (509)	4.43 (223)	4.47 (286)
with how much your family member's staff know about how to get things done?	4.20 (3614)	4.30 (504)	4.25 (219)	4.35 (285)
with how your family member's staff keep things about his/her life confidential?	4.36 (3595)	4.49 (503)	4.40 (216)	4.56 (287)
that your family member's treatment plan has what he/she wants in it?	4.19 (3583)	4.22 (500)	4.17 (216)	4.26 (284)
that your family member's treatment plan is being followed by those who assist him/her?	4.24 (3561)	4.35 (498)	4.31 (218)	4.39 (280)
that the agency staff respect your family member's ethnic and cultural background?	4.39 (3432)	4.50 (485)	4.47 (214)	4.53 (271)
with the services that your family member receives?	4.30 (3617)	4.37 (503)	4.33 (221)	4.39 (282)
that services are provided for your family member in a timely manner?	4.20 (3615)	4.32 (507)	4.32 (221)	4.32 (286)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

## Some of the key findings were:

- The families of children who were in the Child/Adolescent program of the Division of Comprehensive Psychiatric Services were satisfied with the services they received. All ratings were above a 4.00 ("satisfied").
- The families of children served by the Division of Comprehensive Psychiatric Services were more satisfied with services than their children (family mean of 4.37 and children mean of 4.30, see Section XVI Page 4).
- Families of the Division of Comprehensive Psychiatric Services consumers were most satisfied with that the agency staff respected you family member's ethnic and cultural background (mean 4.39). They were least satisfied with the treatment plan has what he/she wants in it (mean of 4.19).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Families	CPRC Family Member	Child/ Adolescent Family Member
with how your family member spends his/her day?	3.47 (3588)	3.56 (464)	3.52 (225)	3.59 (239)
with where your family member lives?	3.65 (3583)	4.12 (461)	4.09 (223)	4.15 (238)
with the amount of choices your family member has in his/her life?	3.44 (3574)	3.73 (463)	3.62 (225)	3.83 (238)
with the opportunities/chances your family member has to make friends?	3.53 (3570)	3.60 (463)	3.56 (224)	3.63 (239)
with your family member's general health care?	3.70 (3564)	4.02 (465)	3.81 (223)	4.21 (242)
with what your family member does during his/her free time?	3.52 (3580)	3.44 (463)	3.37 (223)	3.50 (240)
How safe do you feel . . .				
your family member is in his/her home?	3.96 (3607)	4.38 (461)	4.27 (222)	4.48 (239)
your family member is in his/her neighborhood?	3.81 (3563)	4.10 (459)	4.17 (219)	4.05 (240)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>				

## Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The families were most satisfied with safety in the home (mean of 4.38) and least satisfied with what their family member does during his/her free time (mean of 3.44).

# Services Received

Families were asked to check the services their child or adolescent received. The following table presents these services. Approximately 39.2% of the family members had outpatient therapy and almost one-half (47.2%) received medications (dropping from 51.0% in 1999).

Service	Number/Percent Receiving Services
CSTAR	3 (1.0%)
Treatment family home	41 (13.6%)
Intensive targeted case management	83 (27.6%)
Family First	35 (11.6%)
Extended Families First	9 (3.0%)
Psychiatric inpatient	50 (16.6%)
Residential placement	48 (15.9%)
Respite	26 (8.6%)
Crisis intervention	26 (8.6%)
Wraparound plan	14 (4.7%)
Family assistance	55 (18.3%)
Outpatient evaluation	51 (16.9%)
Outpatient therapy	118 (39.2%)
Day treatment	15 (5.0%)
Medication	142 (47.2%)
503 Services	3 (1.0%)

# CPS Family Subjective Responses

## What Like Best About the Program:

The family members of the consumers in the Division of Comprehensive Psychiatric Service program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

### *Staff:*

The staff was seen very positively. *The quality and caring of the people involved. I feel they really care about us and how they can help us.* The parents saw the staff as willing to help their family member. *I have confidence that if he needs something that the staff is courteous and sincerely willing to help with the need or problem.* The staff is caring and attends to my son's needs. The therapist helped the family as well as the consumer. *Current therapist seems to be helping more than anyone in the past possibly because there has been consistency for the first time.*

### *Consistent Care:*

The parents appreciated the consistent care. *Regular visits by assigned.* Another parent stated that *she has someone to see every week.* Some therapists made home visits. *His worker comes one time a week now to work with him.*

### *Therapy:*

The therapy was lauded by parents. *He receives very good counseling by his caseworker and psychiatrist who care about his well-being and independence.* Another echoed this *My son likes the treatment he has received. It has helped him deal with things.*

### *Access to Medications:*

Many persons served by the Division of Comprehensive Psychiatric Services take medication. The family members appreciated different aspects of this medication. For one it was *Able to get medications that are prescribed.* Another, *that she gets medication when she needs it.* Medicaid paid for drugs for some families. *We appreciate that psychiatric medications were paid for before Medicaid kicked in. Medications help a great deal.* Another person liked the *medication monitoring.*

### *In-Home Therapy:*

A number of families reported on the in-home therapy. They liked that *the counselor comes to the home when needed and is available through phone call when needed.* They also felt that the therapy should be done in our home, *counselor can see him in his own environment.*

### *Help at School:*

For some children, there was help for problems at school as well as at home. *The intervention on school problems as well as home problems.* Counselors served at the schools. *He looks forward to seeing his counselor coming to the school on Mondays.*

## What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *Crisis Intervention:*

There were some comments about improving crisis intervention. Some families were not cognizant about crisis intervention. One person simply said *crisis line is unsatisfactory. To have someone to call when these crisis happen after hours.* Other families' suggestions related to flexibility. *The crisis services need to understand that not every case can be solved from a book. They need to have people who know what they are doing and saying.* Echoing that was *The crisis line needs to understand that everything isn't a textbook case and needs to listen to the real problem not interpret what they think is the problem.*

### *More Time with Therapist:*

Some families wanted more time for their family member with a therapist. *More psychiatric sessions, once a month doesn't seem to help.* Another wanted the therapist to *spend more time with him.* Finally, *There needs to be more things to help during weekends and in the summer.*

### *Employment:*

A frequent response related to employment issues. *I would appreciate more pressure from the staff to get him to apply himself and get a job.* On the other end *would be interested in finding some kind of part-time job a few days a week for her.* Another parent also wanted her child employed *I would like to see her doing more constructive, character building activities, perhaps even a very simple job. This way she could earn more money and hopefully improve her self image.*

### *Group Sessions:*

Different types of groups sessions were requested. *More group sessions for kids and for parents or guardians.* A parent wanted *to provide an all day multi-therapy group on a long-term basis for preschool.*

### *Transportation:*

Transportation is often an issue. One parent wanted the Department *to provide better transportation that needs it.* Another stated *it would be helpful if the shuttle from the day program could provide transportation to and from the program.*